

**MINUTES OF THE TOWN OF CHESHIRE TECHNOLOGY STUDY GROUP MEETING
HELD ON TUESDAY, MAY 22, 2018 AT 7:00 P.M. IN TOWN HALL, ROOM 210, 84
SOUTH MAIN STREET, CHESHIRE CT 06410.**

Present

Steve Carroll, Chairman; Council members Patti Flynn-Harris and Peter Talbot.
Staff: Sean Kimball, Town Manager; Michael A. Milone, Town Manager Emeritus; Arnett Talbot, Asst. Town Manager; James Jaskot, Finance Director; Michael Pappa, BOE Technical Director; Vincent Masciana, COO, Dept. of Education.
Guest: Anthony Verrill, Apex Technology.

1. ROLL CALL

Mr. Carroll called the meeting to order at 7:02 p.m.

The clerk called the roll and a quorum was determined to be present.

2. PLEDGE OF ALLEGIANCE

The group Pledged Allegiance to the Flag.

3. TECHNOLOGY CONSULTANT SUCCESSOR CONTRACT

Mr. Milone informed the committee that the Town Council adopted and approved year #1 of the contract with Apex Technology. This action was taken to move forward technology projects/items needed for the capital budget.

Chairman Carroll moved this item to the end of the agenda for review and discussion.

4. TECHNOLOGY INITIATIVE STATUS REPORT

5. TECHNOLOGY STRATEGIC PLAN

TECHNOLOGY INITIATIVES PROGRESS & STATUS REVIEW

Copies of the Apex Technology presentation were distributed, and Mr. Verrill reviewed the information with the committee.

#2 – What We Do for Cheshire

Apex Technology manages CTO Services – IT projects, Short and Long Term IT strategies, budgeting and planning; meetings, discussions and presentations of IT status, issues and plans.

On-site engineering support; levels one, two & three engineering resources; engineers with Microsoft, Cisco, Dell, Apple and other certifications.

24/7/365 Network Management/Monitoring; unlimited monitoring of servers, all router, firewall and switches; secure remote response remediation of alerts and events.

#3 – 2012 Where We Were

Technology demands outpaced internal staff skills; failing and out of date hardware and software; no backups or disaster recovery; no critical systems monitoring and alerting; user technology satisfaction/expectations very low; history of security vulnerabilities and application attacks; IT approach reactive, not proactive and strategic; there were many severe security breaches, and major malware infections.

In 2012, Mr. Carroll said it was only a matter of time before a disaster unfolded, or something terrible happened. Apex Technology took over the work and services on a network too large and complex for two IT people to handle, and pulled in the experts, as required. Mr. Carroll stated Apex Technology has done an excellent job for the Town of Cheshire.

Mr. Pappa stated that education cannot afford to staff the networking experience that is needed... one person leaves and all the knowledge is gone.

Without the Technology Study Group, Mr. Milone said things would not have happened or moved forward. This group convinced the Town Council that improving technology was important, would save money and create more efficiency.

Mr. Masciana noted the good working relationship between the Town, BOE and Apex Technology.

Mr. Verrill commented on people in the organization perpetuating change, and the Town and BOE working together as one organization from an infrastructure perspective.

#4 - 2018 Where We Are

Town-wide holistic approach to technology; resilient Metro fiber/broadband network for high speed delivery; hardware, software and operating system replacement of all servers and storage; regularly tested backups & disaster recovery; wireless network supporting more than 5,000 daily users; Town & Schools video surveillance & door access control replacement; new WWTP voice & data network installation; CPD body cameras software & hardware implementation; system-wide IP phone system; public safety dispatch system replaced & upgraded; Parks & Rec & other departments applications upgraded; Town website redesigned & upgrade support; 24/7/365 monitoring & maintenance of all IT elements & components; multi-year capital equipment replacement plan; updated IT Strategic Plans.

#5 – Ticket Summary

Help Desk Summary June 2016-April 2018 – 977 total tickets; 955 tickets closed. 3,334 hours on all support work.

IT Workload Summary – Cheshire School System 1,301 hours; Town Departments 2,033 hours.

IT Project Summary -757 hours spent on major project work.

Dept. of Education – Mr. Masciana cited the following information: 2887 tickets have been received and closed out; student support since 2014 has increased (grades 5-11 have dedicated Chromebooks/l-pads).

Mr. Pappa reported that 4,000 student devices are supported with one less BOE staff person; Chromebooks are repaired in-house under a BOE protection program; there has been reorganization of technology support for each of the schools.

With regard to surveys on the ticket system, Mr. Verrill noted Apex does not conduct a survey, but has considered doing so.

Mr. Pappa advised the Dept. of Education has people fill out a survey form. From the tickets there is invaluable information on trends, which provides educational opportunities on particular issues. There can be professional development training within the system.

#6 – Monitoring Alerts Summary

Mr. Verrill cited the non-ticket alerts and alarms handled by Apex, including Switch count of 1144 and Virtual Device count of 1300.

#7 – Upcoming IT Tactical Focus

Mr. Verrill highlighted some of the focus issues - replacement of wireless network's oldest components, schools and town; implementation of mobile device management application; continuing town & schools video surveillance with grant and capital funds; upgrade door access control (Town buildings); replacement network components for CFD and CPD; backup internet circuits Dodd and CHS.

#8 – Upcoming Strategic IT Focus

Goals – reduce ongoing capital replacement costs; reduce on-site data center footprint; implement more flexible application & services deployment and support model. (Looking at CEN; schools get E-rate discount).

Plans – SAAS (applications that can migrate to SAAS) | CLOUD/HYBRID CLOUD applications and services delivery from private and public cloud (AWS/Azure); Hyper-Converge – Server and storage that needs to stay on-premise consolidated compute, storage, network. (Some of the pricing is based on per user per month; some applications and services will save money and improve service).

#9 – Strategic Plan Components

SAAS – about 30% of current data center elements could be moved to SAAS.
CLOUD/HYBRID CLOUD – another 30% are candidates for CLOUD.
Hyper Converge – about 40% will need to stay on-site (video surveillance, body camera & other access control components).

10-Strategic Plan Applications

These include SAAS, CLOUD/HYPER CLOUD/Hyper Converge candidates. Mr. Verrill cited some of the SAAS candidates -- Munis to Tyler SaaS, E-Mail to MS Office 365; CLOUD candidates include the Library public terminals and print management; Hyper Converge candidates include active directory services, phone system services and servers.

11 – Strategic Implementation Plan Summer/Fall

The SAAS and CLOUD/HYBRID CLOUD are in the implementation plan.

#12 – Capital Funding

There is a \$100,000 capital allocation; there is \$80,000 available; these funds can be used to replace legacy wireless and other network - \$140,000; retain \$40,000 for emergency reserve.

Current year security project allocation - \$249,000; replace/install access control for all town buildings - \$170,000; available for school video surveillance \$79,000; this would include public safety control allowing police officers to access buildings without keys.

Mr. Verrill showed examples (slides) of SAAS migration to the Vehicle Tracking System, which will include public safety and town fleet inventory component, all done electronically. There is a one time, up front charge, monthly fee for implementation, ability to migrate file servers at no additional cost, and adds major security components. The goal is to reduce the footprint in the data center, reduce the manageability of it.

Mr. Carroll commented on the Apex operational and strategic initiatives being very impressive. Over the 6 years, he asked if Apex was engaged in projects outside the scope.

In response, Mr. Verrill stated Apex involvement and wireless work and phone system at the treatment plant, and some work for the Fire Department. The way the contract reads, he noted it says projects as part of the strategic initiative are included in services.

Regarding the treatment plant, Mr. Carroll pointed out that the facility is a technology rich environment, and runs all the time. He questioned the plant's susceptibility for an intrusion, as has happened in other facilities in the country...and penetrability testing being done by an outside firm.

Mr. Verrill described the process for intrusion into a system. The penetrability testing should, probably, be done, and Apex would not have a problem doing it. He noted that this was done by the auditing firm for the Town's financial system. Apex has a training program which can be done for staff.

Mr. Pappa stated the DOE has put together curriculum for education staff on the security system, and more education should be undertaken. He commented on user training as a most important part of security.

The issue of requiring mandatory password changes every three months was raised by Ms. Flynn-Harris, and she asked if this was being done.

Ms. Talbot replied that this is being done. There should be regulatory audits of the log-ins for the system, the process should be streamlined, and done more consistently.

There are many levels of security, and Mr. Verrill said most intrusions do come from inside the network.

Capital Summary – Ms. Flynn-Harris asked about money coming for the EDU security coming from the last State grant.

Mr. Masciana stated the funding is included in the \$250,000, and about \$80,000 is for video surveillance. There can be application for reimbursement when this money is used.

In the next capital budget, Mr. Milone said there will be security funds as part of the discussion.

According to Mr. Verrill some of the money is going to the upgrade, and the DOE has \$75,000 for video surveillance.

Without the network investment five years ago, Mr. Pappa said it would be impossible to move things to SAAS, and this work should not be taken for granted or fall backwards.

There has been a huge investment, and the study group will inform the Town Council on the importance of replacement of equipment. Mr. Verrill advised there is a matrix of all the equipment, when it was put into service, and when it should be replaced.

Mr. Milone pointed out there is no technology equipment reserve replacement funding in the FY19-20 budget. This is something which should be funded every year.

3. TECHNOLOGY CONSULTANT SUCCESSOR CONTRACT

Mr. Verrill stated he has reviewed the content of the contract, what Apex provides, what it does, and not much has changed.

Mr. Carroll pointed out that the contract has been reviewed by the Town Attorney; the cost is \$238,000 per each of the three years of the contract; and there will be some projects that fall outside of the scope of the contract. For six years, Apex has been

engaged for the CIO program, and has far exceeded what the Town hoped would be done. The business model is smart and the way people are going in this day and age.

Ms. Talbot stated that Apex staff is very good, and Corey McQuade has a high level of expertise.

The contract is for three years; the Town Council has extended and approved the contract for one year; there must be approval of years two and three; the contract is effective July 1, 2018 through June 30, 2021.

The group discussed a termination clause to be added to the contract. This clause was included in the 2014 contract, page 8, and will be included in the proposed contract.

Apex Staffing – Mr. Verrill informed the study group that he will be moving someone into Cheshire (under Mr. McQuade) to perform some of the Level 1 work. He noted that both he and Mr. McQuade will continue to be on site more than in the past. The 0365 migration project will be going forward this summer.

MOTION by Mr. Talbot; seconded by Ms. Flynn-Harris.

MOVED that the Technology Study Group approves the three year contract between the Town of Cheshire and Apex Technology, and forwards it to the full Town Council for approval.

VOTE The motion passed unanimously by those present.

Mr. Milone will put the Apex Technology contract on the Town Council agenda of Tuesday, June 12, 2018, with Mr. Steve Carroll giving a formal presentation to the Council.

6. ADJOURNMENT

MOTION by Mr. Talbot; seconded by Ms. Flynn-Harris.

MOVED that the meeting be adjourned at 8:17 p.m.

VOTE The motion passed unanimously by those present.

Attest:

Marilyn W. Milton, Clerk